

Connecting the Goal to Action

Make Michigan a “Great Workplace” and the Employer of Choice for Technology Professionals **Representative Initiatives for Goal 4*:**



Service Delivery Information Initiative (SDII) A Service Delivery Improvement Initiative was identified to provide Michigan’s technology workforce a clear and ongoing understanding of the expectations and issues faced by our government. Its focus is on defining the customer experience, internal processes, communication, and efficiency. Phase II was launched to further cement a process driven organization by streamlining the back-end processes supporting the model developed in Phase I. Phase II includes the following processes:

1. Service Level Metrics
2. Technology Standards Process
3. Governance Process
4. Security/Authorized Requester
5. Security/Patch Management



Strategic Plan Project This plan is the result of our strategic planning process, designed to help every technology professional in Michigan’s government understand their role in successfully delivering on our state’s vision.



Human Capital Management and Employee Development This initiative primarily focuses on the DIT employees and internship program. Professional development and job alignment improves the DIT work environment and ultimately leads to higher productivity and client satisfaction.



Training Needs and Skills Inventory Allows DIT to identify the training requirements based on the strategic direction and provide an employee skills set that will provide the needed support responsibilities for the desired technologies.



Vision and Values Initiative This is the DIT implementation of Governor Granholm’s Executive Branch values awareness, alignment, and performance management initiative.



Create a Cool Workplace As an extension of the Governor’s push to create “Great Workplaces,” this initiative will use focus groups and targeted sessions aimed at making Michigan’s Department of Information Technology a model for attracting and retaining IT talent. Based on feedback received, a specific plan of action will be developed and implemented.